



BLINDS & SHADES – LIMITED LIFETIME WARRANTY

Rockwood warrants its custom blinds and shades against defects in materials and workmanship for the lifetime of the product, provided the product was properly installed, used under normal residential conditions, and remains in the original window by the original purchaser.

Coverage Includes:

This warranty covers manufacturing defects in materials and/or craftsmanship.

If a product or part is found to be defective, Rockwood will either repair it or replace it with a similar product at no charge. Any replacement will match the original size and specifications as closely as possible.

Limited Lifetime Warranty Applies To:

- Cellular, roller, solar, Roman, layered, and sheer shades
- Natural woven shades and pleated shades (with looped tape)
- Wood, faux wood, and composite blinds
- Sliding panels and vertical blinds
- Painted and stained valances, cornices, and wood accessories
- Aluminum horizontal blinds

Five-Year Limited Warranty Applies To:

- Motorized parts and accessories such as remotes, hubs, and wands (batteries not included)
- Fabric-covered valances, cornices, and draperies
- Certain value-priced products and basic product lines
- Pleated shades without looped tape
- Vinyl horizontal and vertical blind slats

Exclusions:

This warranty does not cover:

- Normal wear and tear, including fading, discoloration, fraying, warping, or stretching due to age, sunlight, humidity, or temperature changes.
- Minor variations in color, texture, or grain caused by natural materials or normal production tolerances.
- Damage caused by:

- Misuse, abuse, accidents, or alterations
 - Improper installation, removal, reinstallation, or cleaning
 - Exposure to excessive moisture, salt air, high winds, or chemicals
 - Pests or insects
 - Slight warpage of wood or composite components due to environmental conditions.
 - Costs related to product removal, re-measuring, reinstallation, shipping, or service calls unless specifically authorized by Rockwood.
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Limitations

- Warranty coverage is non-transferable and applies only to the original retail purchaser with valid proof of purchase.
 - In multi-window installations, only the affected product will be repaired or replaced.
 - Replacement products may differ slightly in color or texture if materials have been updated or discontinued.
 - Products installed in commercial settings are covered for one (1) year from the date of installation.
 - Rockwood is not responsible for incidental, indirect, or consequential damages. Some states do not allow such exclusions, so these may not apply to you.
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How to Get Help

If you need warranty service, contact Rockwood Customer Service. Please include your proof of purchase, a brief description of the problem, and photos if possible. A representative will contact you to review your claim and assist with resolution.